SUMMARY OF THE HOURLY TASK GUIDELINES WORKGROUP

Organizer: CDSS Adult Programs, Quality Assurance Bureau
Location: Health & Human Services Data Center, 9323 Tech Center Drive,
             Conference Room 2, Sacramento, California
Date: September 23, 2005
Time: 10:00 a.m. to 1:00 p.m.

The meeting was attended by consumers, providers, various state and county staff, advocacy groups, public authority representatives, and union representatives in person and via teleconference. Attendees signed in and received the following handouts: An Agenda; Time Per Task Guidelines Exception Preliminary Draft Regulation Language; CDSS Focus Group data; CMIPS Summary Data; IHSS Data Summary Sheet; Homemaker County Authorization Data; Definition of the Task for Meal Cleanup; a copy of PowerPoint slides outlining the meeting goals; and PowerPoint slides entitled, "Making Sense of Time per Task Data."

Brian Koepp, Chief, Quality Assurance Bureau (QAB), commenced the meeting by welcoming attendees, making introductions, and providing the meeting objectives for the workgroup, which included a review of the data collected; a presentation by CSUS summarizing the data; a discussion on training/testing/applying the guidelines and exceptions thereto; monitoring the application of guidelines; and the goals for the next meeting.

Brian then reviewed the Time Per Task Guidelines Exception Preliminary Draft Regulation Language and a discussion ensued regarding the maximum number of service hours received under the waiver program and questions focusing on proper assessments.

Ernest Cowles, Ph.D., California State University, Sacramento, presented using PowerPoint slides entitled, "Making Sense of Time per Task Data." Dr. Cowles discussed and answered questions regarding using statistical methods and standard deviations for analyzing data in order to determine guideline ranges.

Some attendees expressed concerns about the data collected and wanted to see a comparison of data using a "1 standard deviation" and "2 standard deviation" methodology.   It was agreed that CDSS would provide a comparison of the two standard deviation findings prior to and at the next scheduled meeting.   A question was also raised concerning the Washington State Residential Care Time Study report and the applicability of it findings to California. This report will be provided to all workgroup members and its finding will also be discussed at the next scheduled meeting.

Eva Lopez, Chief, Adult Programs Branch, commented on our data stating that these are our data sources, and we have to work with the data we have to determine a range for guidelines. She acknowledged that there will be exceptions to these guidelines and that the focus is on the individual consumer.

Martha Bracha, Manager, QA Operations Unit, discussed the sample worksheet entitled, "Meal Cleanup - Definition of the Task" and proposed to use it as a model for all

nine tasks we are defining. Attendees requested the worksheets for all nine tasks identified as needing guidelines, and CDSS agreed to provide these at the next meeting.

Brian closed the meeting thanking attendees for their valuable input and stated that data will be forwarded to attendees for review prior to the next meeting on October 6, 2005.

HOURLY TASK GUIDELINES WORKGROUP
ATTENDEES AT THE 9/23/05 MEETING

Name	Organization
Eva Lopez	CDSS
Brian Koepp	CDSS
Andrea Allgood	CDSS
Bea Sanchez	CDSS
Linda Williams	CDSS
Martha Bracha	CDSS
Julie Lopes	CDSS
Marti Hufft	LTCO – CWDA Humboldt County
Deborah Celestine	Alameda Co. IHSS QA
Fred Nisen	PAI
Kathleen Schwartz	Sacramento Co. DHHS
Touo Thao	Sacramento Co. IHSS
Randy Hicks	Sacramento Co. CDR
Curtis Earnest	SEIU Local 434B
John Stansbury	Marin PA
Teddi Joy Remheld	PASC
Anastasia Dodson	Senate Budget Committee
Marti Johnson	Yolo Co. IHSS
Susan Carlson	Stanislaus Co. IHSS
Rosa Magana	Stanislaus Co. IHSS
Guy Klopp	Sacramento Co.
Patricia Sepsea	Sacramento Co.
Aregauie Yosef	San Francisco IHSS
Crystal Padilla	PAI
Fred Nissen	PAI
Barbara Allen	San Francisco IHSS
Lisa Polly	Stanislaus Co.
Ralph Bass	DHHS/ SAS/ QA/ QI
Scott Braithwaite	Sacramento Co. IHSS
Susan Schwendimann	Sacramento Co. IHSS
Karen Keeslar	CAPA
Pamela Ng	Sacramento Co. IHSS - QA
Ann Sutherland	UDWA
Margo Shearce	Sacramento Co. IHSS
Jonnie York	Stanislaus Co. IHSS
Jarrett Oddo	Sacramento Co. QA
Loetta Stevens	Homecare Council
Erica Schroeder	ISR – CSUS
Ernest Cowles	ISR – CSUS
Jeanette Johnson	Sacramento Co.
Jovan Agee	UDW
Fay Mikiska	Sacramento Co. IHSS Adv. Comm.

TIME PER TASK GUIDELINES EXCEPTION

PRELIMINARY DRAFT REGULATION LANGUAGE

Upon completion of a face-to-face individual needs assessment by a designated county social services staff person, exceptions to time per task guidelines shall be permitted when necessary to enable the recipient to establish and maintain an independent living arrangement and/or remain safely in his/her home or abode of his/her choosing.

Whenever task times outside (above or below) the range provided by guidelines are assessed, the county shall document the need for the assessed service level in the case file.

Any exceptions to the time per task guidelines will be subject to the limits imposed by Welfare & Institutions Code Section 12303.4 which states:

(a) Any aged, blind, or disabled individual who is eligible for assistance under this chapter or Chapter 4 (commencing with Section 12500), and who is not described in Section 12304, shall receive services under this article which do not exceed the maximum of 195 hours per month.

(b) Any aged, blind, or disabled individual who is eligible for assistance under this chapter or Chapter 4 (commencing with Section 12500), who is in need, as determined by the county welfare department, of at least 20 hours per week of the services defined in Section 12304, shall be eligible to receive services under this article, the total of which shall not exceed a maximum of 283 hours per month.

9/19/05

CDSS Focus Group - Fresno Data (Seniors)

55 Consumers Reported	Stated Hours Worked	Authorized Hours Worked
Cooking	3.97	7.34
Meal Cleanup	3.08	2.85
Bathing	2.97	3.09
Dressing	3.47	1.97
Ambulation	5.59	2.22
Transfer	2.76	2.2
Bowel and Bladder	7.85	3.33
Feeding	3.58	2.91

CDSS Focus Group - San Diego Data (Seniors)

28 Consumers Reported	Stated Hours Worked	Authorized Hours Worked
Cooking	6.59	6.06
Meal Cleanup	5.22	1.56
Bathing	3.47	2.42
Dressing	6.73	1.59
Ambulation	7.98	1.42
Transfer	3.31	0.94
Bowel and Bladder	7.48	3.2
Feeding	8.46	4.48

Summary Data -- All Cases Statewide

Task	Number	Mean	Median	%Median	Mode	%Mode	StDev	1 StDev Low	1 StDev High	2 StDev Low	2 StDev High	Central Mean
Meal Prep	324,067	6.53	7.00	66%	7.00	66%	1.63	4.89	8.16	3.26	9.79	6.35
Meal Cleanup	326,001	2.67	2.45	11%	2.33	16%	0.96	1.71	3.63	0.75	4.59	2.60
Ambulation	160,021	1.98	1.75	19%	1.75	19%	1.33	0.64	3.31	0.01	4.64	1.78
Bathing	298,660	6.44	2.59	0%	3.50	9%	3.98	2.46	10.42	0.01	14.41	2.78
Bed Bath	23,103	2.55	2.31	1%	3.50	19%	1.71	0.83	4.26	0.01	5.98	2.31
Dressing	257,149	1.76	1.25	0%	2.33	16%	1.08	0.67	2.84	0.01	3.92	1.64
B&B	166,246	6.44	2.69	0%	3.50	10%	4.04	2.40	10.48	0.01	14.53	3.39
Menstral Care	12,063	0.62	0.50	9%	0.50	9%	0.54	0.08	1.16	0.01	1.69	0.54
In-Out	157,381	1.38	1.16	2%	1.17	11%	1.14	0.24	2.52	0.01	3.66	1.24
Feeding	63,431	3.89	3.50	15%	3.50	15%	3.19	0.70	7.07	0.01	10.26	3.35
Rubbing	164,793	2.22	1.50	1%	1.17	8%	2.39	-0.17	4.60	0.01	6.99	1.78
Prosthesis	184,922	0.89	0.70	11%	0.70	11%	0.83	0.06	1.72	0.01	2.55	0.79

IHSS DATA SUMMARY SHEET
(09/21/05)

Task	CMIPS	CDSS Focus Group		CDSS/PA Survey	Homemaker System	Group Mean Average
		Fresno	San Diego			
Meal Cleanup	2.6	3.08	5.22	7.18	1.62	**3.94**

Homemaker County Authorization Data
All Cases

Task	Count	%Caseload	High	Low	Mean	Median	Mode	StDev	Variance
Meal Preparation	173	68%	11.00	0.17	3.72	4.69	4.69	1.74	3.02
Meal Cleanup	167	65%	3.36	0.08	1.62	1.96	1.96	0.66	0.43
Ambulation	40	16%	9.17	0.16	2.46	1.68	1.12	2.39	5.71
Bathing	240	94%	8.00	0.08	1.26	0.82	0.16	1.24	1.55
Bed Bath	33	13%	7.00	0.50	2.04	1.25	0.75	1.71	2.93
Dressing	116	45%	15.75	0.08	1.43	1.12	1.12	1.88	3.55
Bowel & Bladder	82	32%	16.80	0.15	4.07	2.80	1.12	4.03	16.24
Menstrual Care	6	2%	0.92	0.02	0.33	0.14	#N/A	0.38	0.15
Transfer (In/Out of Bed)	59	23%	14.00	0.10	2.55	1.44	1.12	2.62	6.88
Feeding	23	9%	15.75	0.08	5.53	5.25	5.25	4.43	19.60
Care&Assist Prosthesis	134	53%	4.45	0.08	1.14	1.09	1.12	0.90	0.82
Rubbing Skin and Repositioning	111	44%	17.22	0.02	1.44	0.56	0.56	2.45	6.02

MEAL CLEANUP

Definition of the Task

Meal Cleanup: Washing, drying, and putting away dishes and pots and pans, putting leftover food away; and washing/drying hands.

Note: This does <u>not</u> include the cleaning of the refrigerator, oven, or stove as these IHSS services are authorized under domestic services.

Range	

Things to consider for all:
- What recipient is able to do (Functional Index (FI) ranking). Example: recipient with a FI rank of 3 can wash breakfast and lunch dishes and utensils, and needs provider to clean up after dinner only.
- Types of meals, i.e. cleanup of breakfast dishes for recipient who has only toast and coffee versus recipient who has eggs and bacon.
- How frequently meal cleanup is performed, i.e. one time per day versus three times per day.
- How often the provider provides services, i.e. 7 days per day versus 3 days per week.
- Availability of dishwasher

Other things to consider:

<u>More or less time may be assessed if</u>: *(Examples of Exceptions)*

- Recipient must eat frequent meals which require additional time for preparation and clean up.
- Recipient does not eat breakfast and eats main meal at noon with a light meal for a snack at night which does not require meal cleanup.

Hourly Task Guidelines

Goals and Accomplishments

California Department of Social Services
September 2005

Data Evaluation

- Input from program stakeholders has been obtained through the 5 Hourly Task Guidelines Workgroup meetings completed to date.

Other Data Sources

- CDSS Focus Groups with Consumers/Providers in San Diego and Fresno

- CSUS Focus Groups with Consumers/Providers

- CMIPS Data

Other Data (Continued)

- CDSS/CAPA SURVEY

- Homemaker Data

- Information From Other States

Summarizing Data

- CSUS will be presenting information today about how CDSS and CSUS summarized the available data.

Training Staff In The Use of Guidelines

- It is CDSS' goal that all staff performing assessments will receive training in the application of guidelines through the IHSS Training Academy.

Testing Guidelines

- CDSS has agreed to a field test of hourly task guidelines after normal ranges have been established.

- Field testing will be done concurrently with the regulation process.

Exceptions

- Upon completion of a face-to-face individual needs assessment by a designated county social services staff person, exceptions to time per task guidelines shall be permitted when necessary to enable the recipient to establish and maintain an independent living arrangement and/or remain safely in his/her home or abode of his/her choosing.

Exceptions (Continued)

- Whenever task times outside (above or below) the range provided by guidelines are assessed, the county shall document the need for the assessed service level in the case file.

Exceptions (Continued)

- It is unlikely that any list of exceptions will be able to address all possible exceptions

- Therefore, any lists developed will include language to indicate that the list is merely illustrative, and not exhaustive.

How Guidelines are Applied

- County staff ask appropriate questions to determine need using guidelines as a reference point.

- County staff determine, after asking appropriate questions, if an exception to guidelines is required.

How Guidelines are Applied (Continued)

- If exception indicated, county staff document reason for exception in case file.

Questions/Considerations

- What consumer can do
- Tasks that consumer needs help with
- Frequency – times per day/week
- Amount of time it takes each time

Checks and Balances

- County and State QA staff will monitor application of guidelines through review of case files and home visits.

- County and State QA staff will monitor statistics.

Checks and Balances (Continued)

- Review of fair hearing decisions

Next Steps

- Using summarized data, apply normal ranges to service categories.

- Complete Worksheets for each service category for which guidelines are being developed.

Next Steps (Continued)

- Today, we will apply the summarized data for Meal Clean-up to the worksheet and discuss some of the specific issues that may apply to Meal Clean-up and when exceptions may be indicated.

CSUS PRESENTATION

Next Meeting Goals

- After the process of using summarized data to develop normal ranges has been agreed upon, CDSS will apply data (using worksheets) to all categories for which guidelines are being developed.

- Data will be sent to workgroup members for review and comment prior to next workgroup meeting.

Making Sense of Time per Task Data

Ernest L. Cowles, Ph.D.

Institute for Social Research

California State University, Sacramento

ISR

Individual vs. Group Data

- Individual data such as the amount of time that it takes for an IHSS recipient to take a bath must be combined in some way with the information from other individuals to get meaning information about how much time should be allocated to cover a group of recipients.

Common Measures of "Central Tendency"

- Mean – The arithmetic average: The sum of the individual values on some measure divided by the number of individuals.

- Mode – The most frequently appearing value on some measure, among a group of individuals

- Median – The midpoint in a range of values on some measure, among a group of individuals

How different "averages" provide different results

Name	Age				Name	Age		
Bob	28				Gerald	19		
Mary	40				Liashia	20		
Angela	25				J.J.	23		
Juan	36				Angela	25		
Alicia	33				Bob	28		
Alex	50				Alicia	33		
Lamont	42				Paul	33		
Kay	36				Juan	36		
Mattie	62				Kay	36		
Gerald	19				Mannie	36		
Emma	78				Mary	40		
J.J.	23				Lamont	42		
Mannie	36				Alex	50		
Liashia	20				Mattie	62		
Paul	33				Ellen	67		
Ellen	67				Emma	78		
Mean	39.25							

Name	Age	Meal Prep Hrs.		Breakfast/Mins.		
Bob	28			40		
Mary	40			10		
Angela	25			50		
Juan	36			0		
Alicia	33			28		
Alex	50			22		
Lamont	42			31		
Kay	36			28		
Mattie	62			7		
Gerald	19			13		
Emma	78			20		
J.J.	23			15		
Mannie	36			6		
Liashia	20			14		
Paul	33			12		
Ellen	67			60		
Mean	39.3			22.3	**MEAN**	
S.D.	17.1			16.6	**S.D.**	
MODE	36			28	**MODE**	
MEDIAN	36			17.5	**MEDIAN**	
				0.978913		

Standard Deviation: A measure of variability of values around an average (mean). This lets you consider the typical scattering of values from the MEAN

Name	Age	Meal Prep Hrs.	Breakfast/l	Breakfast/Mins.			
Bob	28		40	23			
Mary	40		10	26			
Angela	25		50	21			
Juan	36		0	24			
Alicia	33		28	19			
Alex	50		22	22			
Lamont	42		31	23			
Kay	36		28	25			
Mattie	62		7	19			
Gerald	19		13	20			
Emma	78		20	25			
J.J.	23		15	26			
Mannie	36		6	17			
Liashia	20		14	22			
Paul	33		12	22			
Ellen	67		60	22			
			↓	↓			
MEAN	39.25		22.25	22.25	**MEAN**		
S.D.	17.12114		16.55496	2.620433	**S.D.**		
MODE	36		28	22	**MODE**		
MEDIAN	36		17.5	22	**MEDIAN**		
			0.978913	-0.31122			
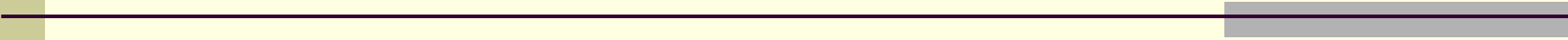
Name	Age	Meal Prep Hrs.		Breakfast/I	Breakfast/I	Breakfast/Hrs.		
Bob	28			40	23	34		
Mary	40			10	26	23		
Angela	25			50	21	15		
Juan	36			0	24	27		
Alicia	33			28	19	20		
Alex	50			22	22	23		
Lamont	42			31	23	28		
Kay	36			28	25	26		
Mattie	62			7	19	19		
Gerald	19			13	20	20		
Emma	78			20	25	50		
J.J.	23			15	26	22		
Mannie	36			6	17	19		
Liashia	20			14	22	24		
Paul	33			12	22	25		
Ellen	67			60	22	60		
	39.25		Mean	22.3	22.3	27.2		
	36		S.D.	16.6	2.6	11.9		
			Mode	28.0	22.0	23.0		
			Median	17.5	22.0	23.5		
				0.978913	-0.31122	1.990371		

Mean   22.3   22.3   27.2

S.D.   16.6   2.6   11.9

Mode   28.0   22.0   23.0

Median 17.5   22.0   23.5

Normal Curve

Approximately 34% of the scores fall between the mean and one standard deviation below the mean.

Approximately 34% of the scores fall between the mean and one standard deviation above the mean.

Approximately 14% of the scores fall between one standard deviation and two standard deviations below the mean.

Approximately 14% of the scores fall between one standard deviation and two standard deviations above the mean.

34.13%   34.13%

13.59%   13.59%

2.14%   2.14%

| −3s | −2s | −1s | $\overline{X}$ | +1s | +2s | +3s |

Two standard deviations below the mean

One standard deviation below the mean

Mean (median and mode)

One standard deviation above the mean

Two standard deviations above the mean

If the mean is 3.0 ($\overline{X}$ = 3.0) and the standard deviation is 1.0 (s = 1.0) the scores are as follows:

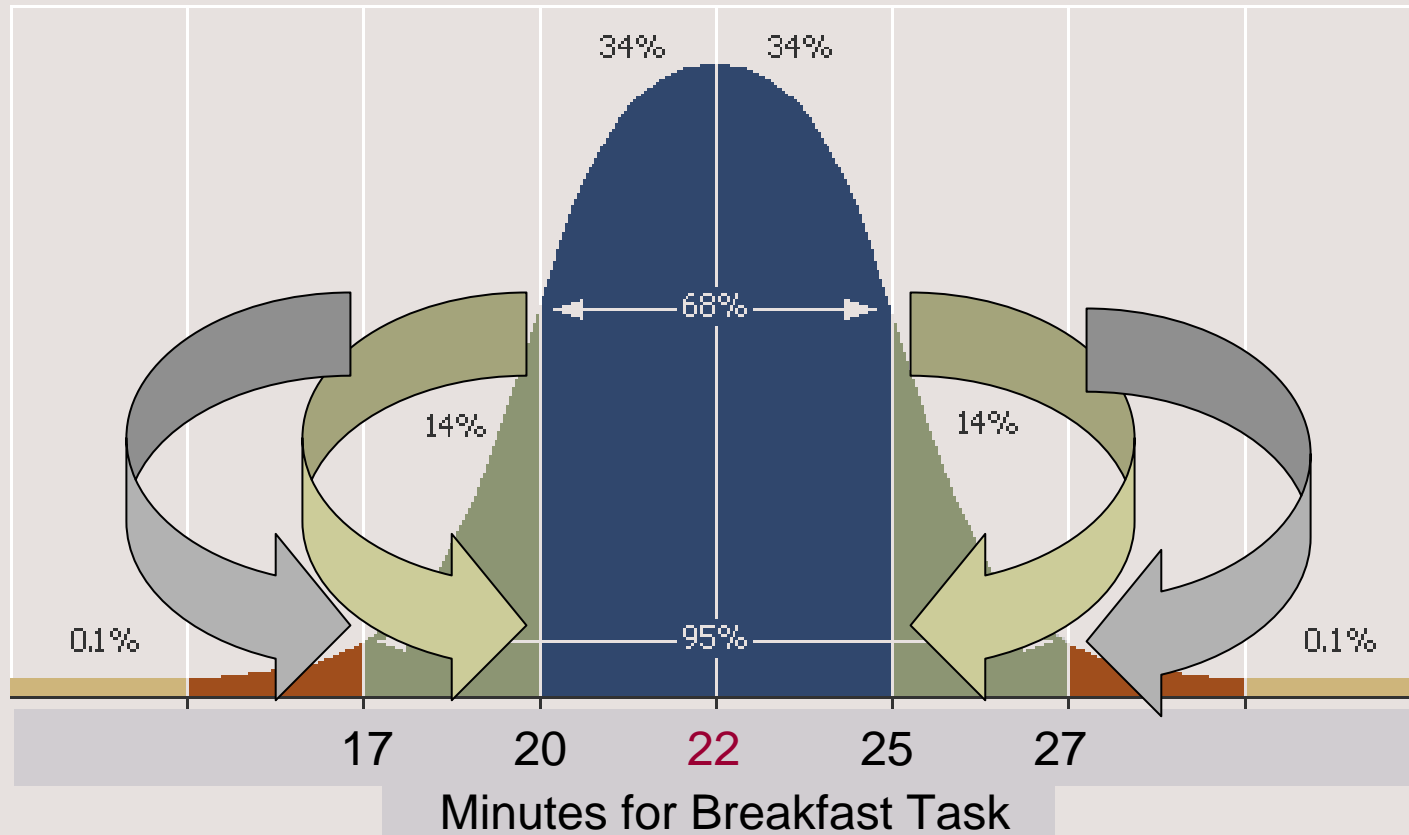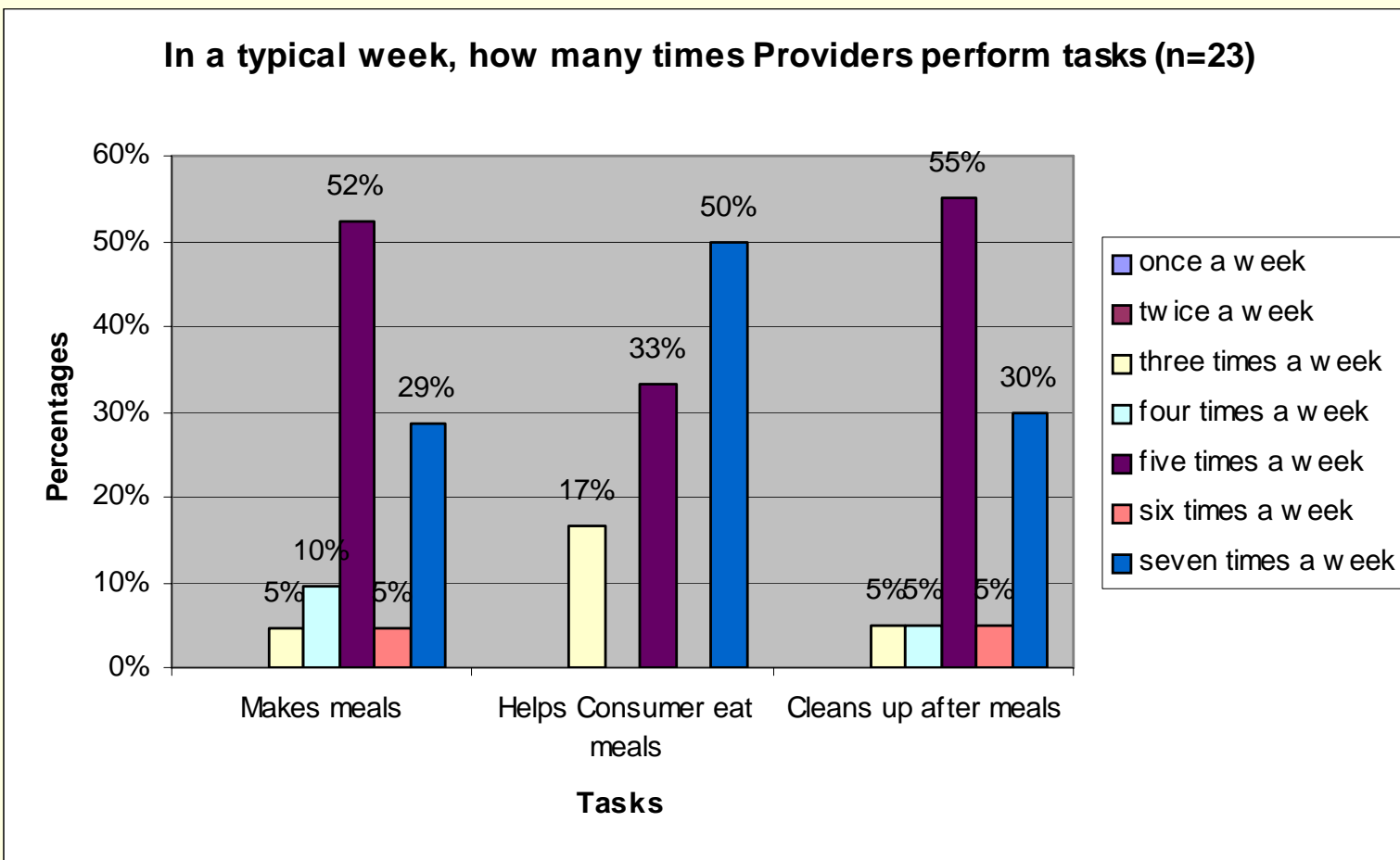| 0.0 | 1.0 | 2.0 | 3.0 | 4.0 | 5.0 | 6.0 |
| (−3s) | (−2s) | (−1s) | ($\overline{X}$) | (+1s) | (+2s) | (+3s) |

1Standard Deviation takes in 68% of the Population
2 Standard Deviations take in 95% of the Population

Percent under normal curve with a 2.6 minute Standard Deviation

34%   34%

68%

14%   14%

0.1%   95%   0.1%

17   20   22   25   27

Minutes for Breakfast Task

Part II – ISR Data from Consumers and Providers

In a typical week, how many times Providers perform tasks (n=23)

Legend:
- once a week
- twice a week
- three times a week
- four times a week
- five times a week
- six times a week
- seven times a week

Makes meals: 5%, 10%, 52%, 5%, 29%
Helps Consumer eat meals: 17%, 33%, 50%
Cleans up after meals: 5%, 5%, 55%, 5%, 30%

Y-axis: Percentages (0% to 60%)
X-axis: Tasks

Meal Services Provided

In a typical day, Providers performs tasks (n=23)

- make meals
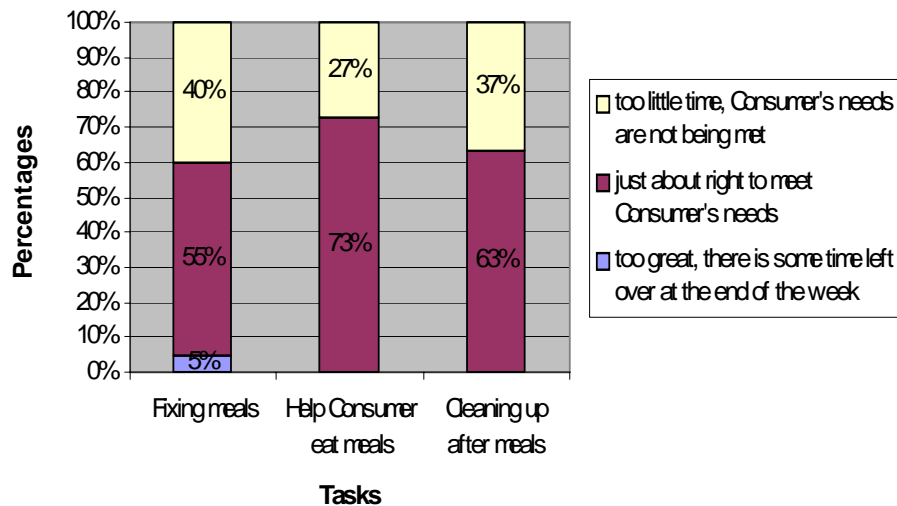- help Consumer eat meals
- clean up after meals
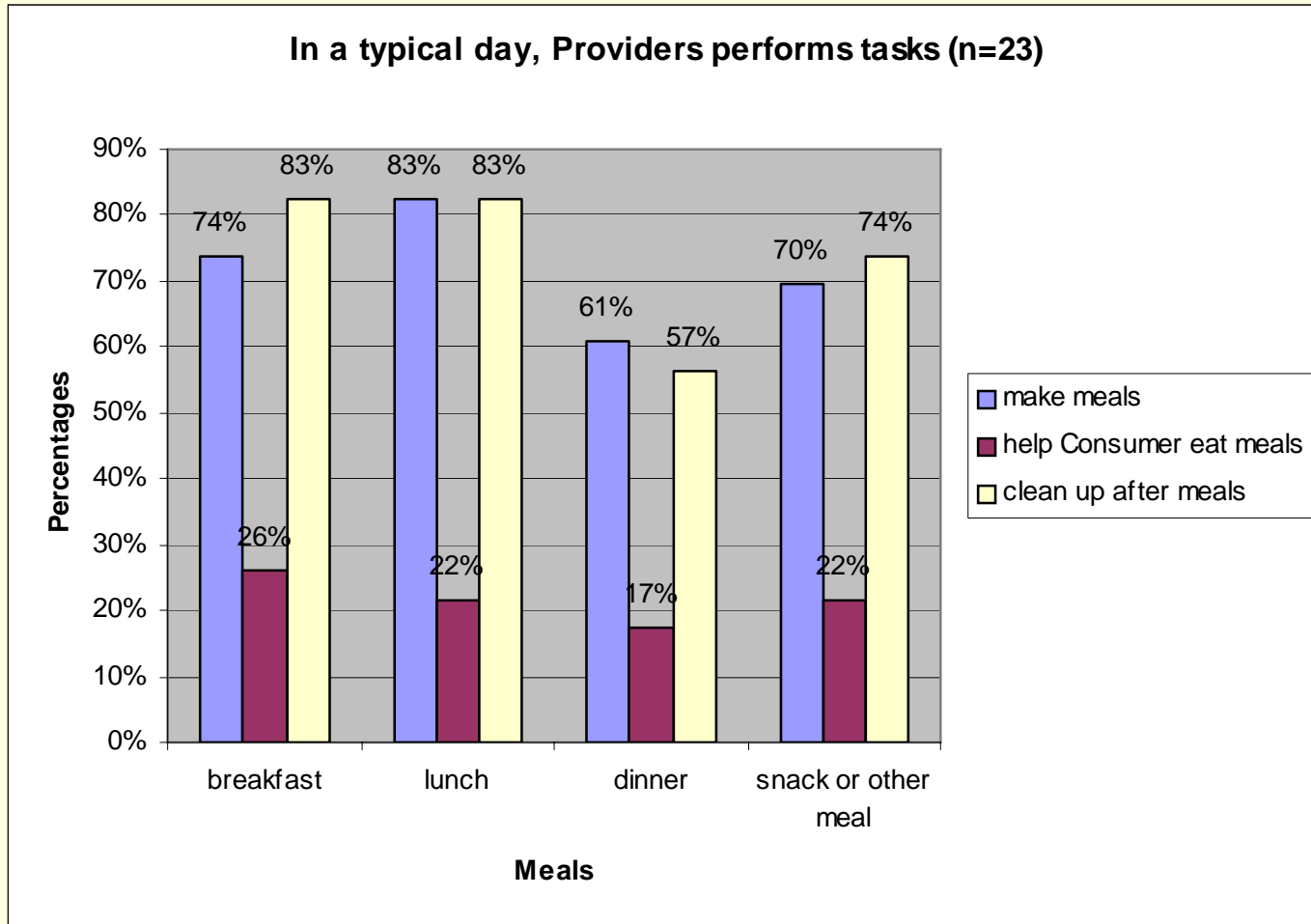
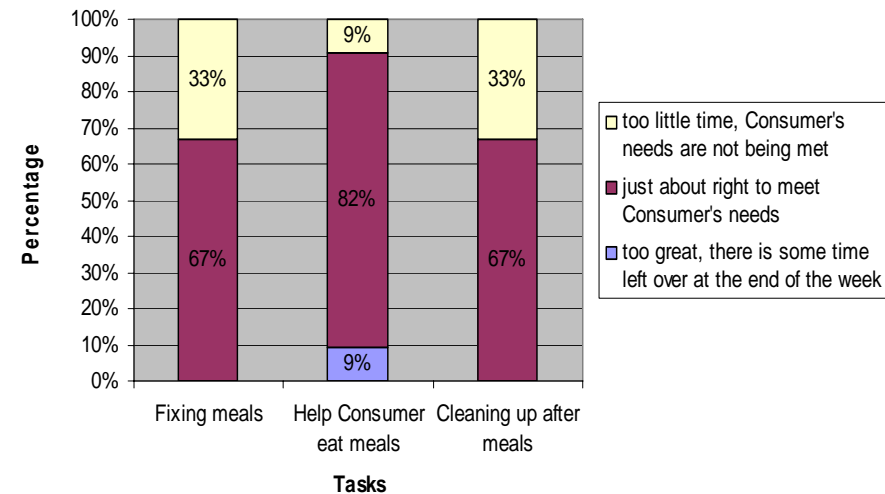**In a typical day, Providers perform tasks (n=18)**
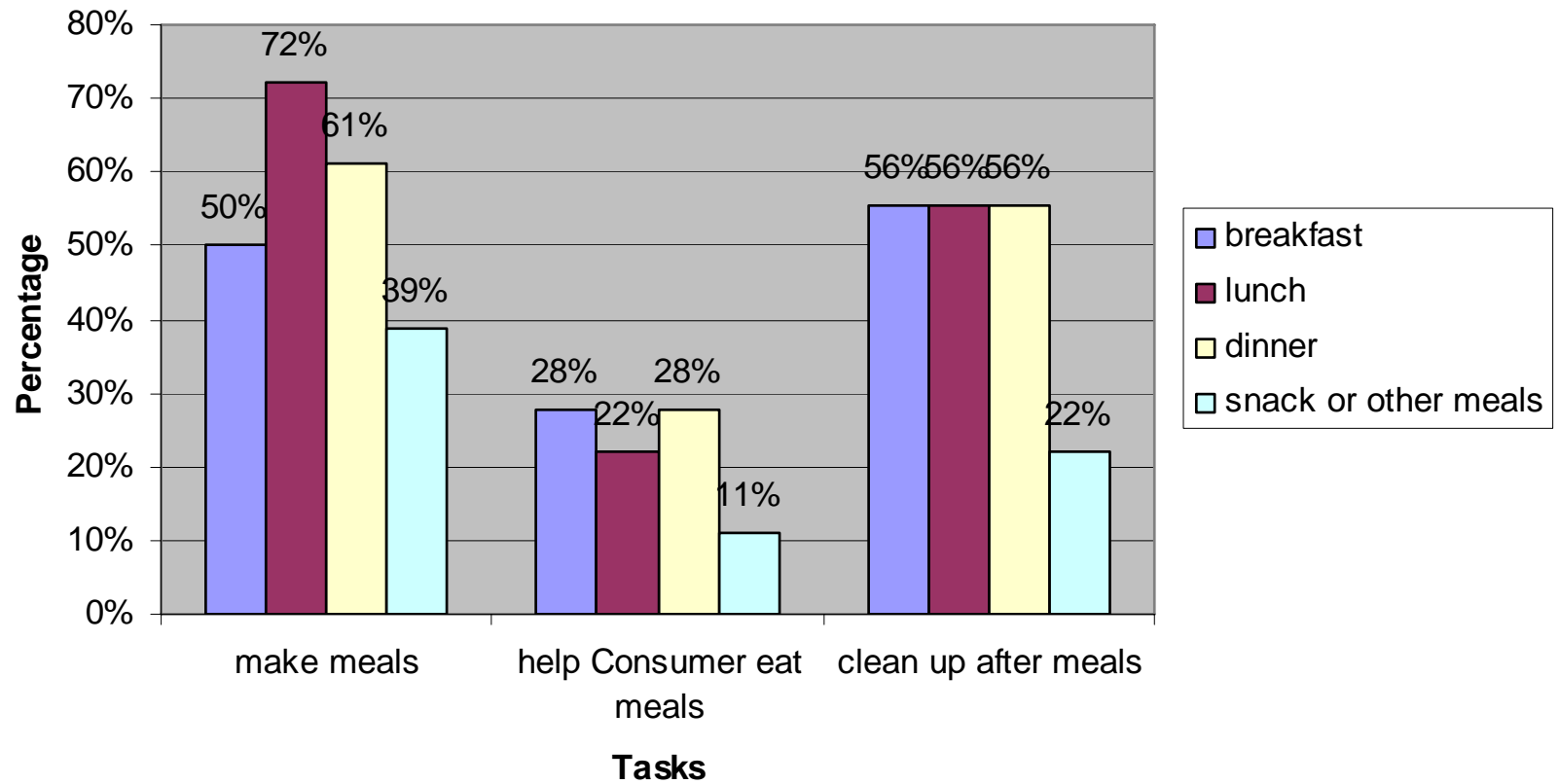
Providers and Consumer Views on Providers Having Enough Time

Whether Provider has enough time to perform tasks (n=23)

Whether Consumer thought Provider had enough time to perform tasks (n=18)

Meal Cleanup – Providers' & Consumers' Views

Amount of time Providers take to clean up after meals

Amount of time Providers take to clean up after meals (n=18)